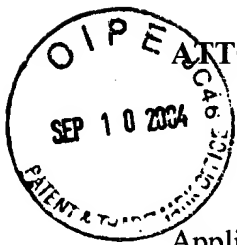


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ATTORNEY DOCKET NO. EADS 0051

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Alisdhair Campbell, *et al.*
Serial No.: 09/756,471
Filed: January 8, 2001
Title: CUSTOMER COMMUNICATION SERVICE SYSTEM
Grp./A.U.: 2645
Examiner: Chow, Ming

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SEP 14 2004

Technology Center 2600

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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| <p>I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313, on <u>09/07/2004</u> (Date)</p> <p><u>Stephen R. Hill</u> (Printed or typed name of person signing the certificate)</p> <p><u>Stephen R. Hill</u> (Signature of the person signing the certificate)</p> |
|--|

Sir:

AMENDMENT UNDER 37 C.F.R. § 1.111

In response to the Examiner's Action mailed June 4, 2004, please amend the above-identified application as follows: